

## VETERAN SERVICES DIRECTOR - 1279

### **General Definition of Work:**

Performs difficult technical and skilled administrative work planning, organizing, and directing Veterans Services programs. Work is performed under the general supervision of a Deputy County Manager. Supervision is exercised over department staff.

### **Essential Functions/Typical Tasks:**

**Planning, directing, supervising and coordinating Veterans Services programs and staff; ensuring compliance with local, state, and federal regulations; interviewing and assisting veterans, widows, and dependents with claims; overseeing the preparation and maintenance of records and files; prepares reports.**

*(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)*

- Responsible for employment, directing, training, evaluating, and other personnel functions of department staff.
- Interviews, counsels, and assists veterans and their dependents on their rights, eligibility, and entitlements. .
- Completes applications for federal and state benefits and obtains supporting documents and affidavits; forwards same to the appropriate approving authority.
- Processes claims through the Department of Veterans Affairs.
- Prepares and processes Notice of Disagreement; reviews Statement of the Case and prepares appeal information; assists veterans with notices to be filed before the Veterans Court of Appeal.
- Assists pensioned veterans and widows in completing their annual Eligibility Verification Reports.
- Provides services to homebound veterans and their dependents.
- Works in close coordination with county veterans' organizations, providing information and services to veterans.
- Establishes public awareness programs.
- Oversees department annual operating budget.
- Performs related tasks as required.

### **Knowledge, Skills and Abilities:**

Comprehensive knowledge of veteran's programs and benefits and applicable laws and regulations; thorough knowledge of community organizations, agencies, and facilities related to veterans affairs; ability to understand, interpret and apply technical rules, directives, and regulations; ability to deal with officials, veterans, dependents, and others fairly and effectively; ability to establish and maintain effective working relationships with associates; ability to plan and supervise the work of subordinates.

### **Education and Experience:**

Requires graduation from an appropriately accredited college or university with major course work in business administration or related field and considerable experience in veterans service work. An equivalent combination of education and experience may be considered. Prior military service preferred.

### **Physical Requirements:**

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

### **Special Requirements:**

Possession of North Carolina Division of Veterans Affairs and/or National Association of County Veterans Service Officers certification as a Veteran Services Officer or must obtain within 24 months of employment. Possession of an appropriate driver's license valid in the state of North Carolina.

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